



COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County
Board of Supervisors

Gloria Molina
Yvonne Burke
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2006

PUBLIC MEMBERS

First District

Vacant
Vacant

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Paula G. Leftwich
John O. Murrell

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Lucy T. Eisenberg, Esq., Chair
Janice Kamenir-Reznik, Esq.

Fourth District

Jean F. Cohen
Maria C. Tortorelli, Esq.

Fifth District

Reginald Brass
Susan Speir, Vice Chair

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Jon W. Fullinwider

Department of

Children and Family Services
Dr. David Sanders

Department of

Public Social Services
Bryce Yokomizo

Child Support Services

Department
Philip Browning

Los Angeles Superior Court

David Jetton

EX OFFICIO MEMBERS

California Department of

Child Support Services
Mary Lawrence

Franchise Tax Board

CHILD SUPPORT ADVISORY BOARD MINUTES

OCTOBER 26, 2006

Present

2nd District, Paula Leftwich
3rd District, Lucy T. Eisenberg, Esq.
3rd District, Janice Kamenir-Reznik, Esq.
4th District, Jean Cohen
4th District, Maria Tortorelli, Esq.
5th District, Reginald Brass
5th District, Susan Speir
Children and Family Services,
Sue Harper
Superior Court,
David Jetton
Child Support Services
Steve Golightly

Guests

Lisa Garrett	CSSD
Patricia Tellechea	CSSD
Julie Paik	CSSD
Gail Juiliano	CSSD
Emy Tzimocelis	CSSD
Lori Cruz	CSSD

Staff

Jim Corbett	Board of Supervisors
Gabriel Alexander	Board of Supervisors
Melena Taylor	Board of Supervisors

Absent

2nd District, John Murrell
Franchise Tax Board,
Debbie Strong
Chief Information Office,
Fred Nazarbegan
Public Social Services
Bryce Yokomizo
CA Department of Child Support
Services, Mary Lawrence

CALL TO ORDER

A quorum of seven voting members being present, Chair Eisenberg called the meeting to order at 9:52 a.m. in room 743 of the Kenneth Hahn Hall of Administration.

APPROVE MINUTES OF SEPTEMBER 28, 2006

Vice Chair Speir requested the following corrections to the minutes:

1. Page 3: "child support staff ~~collocated~~ co-located in their..."
2. Page 3: " Mr. Browning stated...and *that the electronic cases created by DPSS...however, on 4% of those cases the Child Support Office had not received a paper referral and as a result no child support case was opened.*"
3. Page 3: "Chair Eisenberg asked... referred prior to approval."
4. Page 4: "*Vice Chair Speir requested information as to when and why their policy changed regarding sending out the non-welfare application without and I&E and whether this new policy is being monitored to see if the non-welfare applicants are sending the I&E back.*"

On motion of Vice Chair Speir, seconded by Mr. Golightly and carried unanimously, the minutes for September 28, 2006 were approved.

DIRECTOR'S REPORT- To include: review of new Performance Improvement Plan (PIP); review new strategic department plan; status of policy on date of welfare referral for opening new cases; update on deficit reduction act.

Mr. Steven Golightly provided the director's report on behalf of Mr. Phillip Browning; he reported that:

- There is a new focus on extensive technical assistance to the state's 11 lowest performing counties. The level of assistance and monitoring is determined by the new PIP. Most of the action items from the 2003 PIP have been completed. The plan is to retire the old PIP and any incorporate any remaining unresolved items into the new PIP, which is currently being revised and pending approval. A draft was submitted in September; a copy of the current draft will be emailed to CSAB members on October 26, 2006.
- The Quality Assurance Performance Improvement (QAPI) plan is being prepared by Ms. Gail Juiliano and submitted to the state annually. The QAPI plan requires a report on outcome of allocation of funds. CSSD received \$2.4 million for performance improvement. A reporting mechanism for accountability will be built into the QAPI plan. The goal is to condense all performance related plans into one unit to include the QAPI plan for 2006-2007, old PIP and new PIP (also referred to as the Greta PIP). The strategic plan prepared by CSSD is not required by the State and is used as a management tool to set and monitor personal

departmental goals and may not be included in this plan.

Member Cohen moves that the Board request the State to incorporate all performance improvement documents into one document. Motion was seconded by Ms. Paik and unanimously carried. Written communication will be sent to Ms. Greta Wallace, State Child Support Director.

(Member Reginald Brass joined the meeting at 10:10 a.m.)

- The 2006-2007 Strategic Plan is almost complete. The entire senior management staff is involved in the planning. Each senior manager is responsible for monitoring and reporting on a particular action item throughout the year. The action items all fall under the following six overall goals: 1) Improving current support performance measures; 2) Improving the arrears performance measure; 3) Increasing overall collections; 4) Enhancing customer service; 5) Establishing improved collaboration with DCFS; 6) Ensuring the success of the Orange County's transition to CSAS.

At November's meeting, there will be a presentation to include the action items that fall below each goal.

A discussion about improving customer service and increasing collections ensued. Ms. Lisa Garrett stated that the office engages in "work-arounds" in order to release licenses and increase payments and collections.

Moving forward there will be notices placed on billing statements to be sent out every six months notifying recipients that they owe arrears (when no current support is due) or if they aren't paying the correct amount and there is no payment plan in place, that their credit report will be affected and license revoked. Chair Eisenberg suggests further discussion regarding the implementation, training procedure and development of the program at next month's meeting. Vice Chair Speir asked that the discussion be expanded to include those who pay through a different source (i.e. worker's compensation) but are penalized because they are not under a payment plan.

Member Reginald Brass inquired about public response to mailings and billing notifications. Mr. Golightly stated that the department faced a challenge due to a reputation as a collaborator with law enforcement agencies, thereby intimidating recipients. CSSD is considering utilizing different mailing techniques. Member Maria Tortorelli suggested creating a mailing list containing information for all parties involved in Child Support Services to make everyone aware of new programs in order to more effectively reach the public. Chair Eisenberg advised Member Tortorelli that this would be good issue for Customer Service Committee to address.

(Member Paula Leftwich joined the meeting at 10:30 a.m.)

- Status on Policy and Welfare: Chair Eisenberg has been in communication with DCSS for clarification regarding when Welfare should refer over a case to child support. There exists a dilemma regarding opening a case that is not going to be approved by Welfare. According to Mr. Golightly, a DCSS policy letter including "concrete information concerning when and how a referral from the welfare agency should be sent to the local child support agency" will be sent soon. Current guidelines mandate opening cases for all applications for aid regardless of approval status, which wastes CSSD resources due to high percentage of applications that are denied.

Ms. Julie Paik speculates that the policy letter will indicate that there is to be no referral until approval by the welfare office, but she has yet to be certain.

- Federal Deficit Reduction Act (DRA): There are 15 items that relate to child support and are to be implemented starting October 2006 and continuing through 2009.
 1. Federal Match on Incentive Payments: Legislation effective 2007 creates a 90 million dollar loss for child support in the state of California. CSSD's loss is 25% of the 90 million dollars.

Chair Eisenberg questioned whether the state plans to provide assistance either from state general funds or the savings from the elimination of a federal penalty previously imposed due to a lack of an automated system. According to Mr. Golightly, the State has asked CSSD to put together a plan of action to anticipate a reduction in funding. CSSD must consider the possibility of a loss of staff and reduction in overall operations. The department will know for certain on January 10th when the governor submits the budget to the legislature.

Mr. Golightly will send out information on the remaining items pertaining to the DRA later in the afternoon.

REVIEW AND DISCUSS PERFORMANCE MEASURES- LORI CRUZ

Ms. Cruz provided a handout of CSSD's strategic plan outcomes for FY 2005-2006. The six goals and outcomes were as follows:

1. Increase collections on current support from 42.95 to 47%.
Outcome: YTD collections 45.39%
2. Increase collections on arrears from 46.77 to 50%
Outcome: YTD Arrears collections 47%

3. Increase total collections of \$ 505 million to \$ 515 million.
Outcome: As of 9/30/06 Total collections = \$ 495 million
4. Achieve successful transfer to the SDU.
Outcome: Goal Met.
5. Implement a department-wide mentor program.
Outcome: Goal significantly met
6. Implement an Outbound Calling Program
Outcome: Goal Met

Chair Eisenberg requested to see data on the percentage of cases with worker's compensation payments. The department agreed to provide the data requested at the next meeting.

Vice Chair Speir initiated a discussion regarding the delay between the date of service and when the case goes to order and how this is creating arrears for non-custodial parents. Member Tortorelli noted the existence of a relevant code section that states that if a person is not served within 90 days that the order becomes effective on the day of the hearing. Member Tortorelli contends that the consequences of not abiding by the code are 1) The unnecessary creation of arrears; 2) Not being in compliance with the law. Member Tortorelli requested information regarding the percentage of cases for which the department is establishing a payment plan at time of order and whether a payment plan can be established for cases in default.

Vice Chair Speir requested a sampling of 100 cases to determine how many cases go to order with arrears owed and the average amount of the arrears, which Ms. Gail Juiliano agreed to provide.

Ms. Julie Paik reported on the Outbound Calling Program, which utilizes an automated service to call parents for the following reasons:

1. 1st Campaign: Reminders of court dates
2. 2nd Campaign: Reminders of genetic testing
3. 3rd Campaign: Contact NCPs who have not made payment in 6 months to remind them that they are accruing arrears and encourage them to arrange a payment plan with CSSD

Chair Eisenberg requested more information regarding this program, which Ms. Paik agreed to provide at the next meeting.

**DISCUSS REQUEST FOR ORDER CALCULATION PERCENTAGES AND
INFORMATION ON ORDER MODIFICATIONS- LUCY EISENBERG**

Chair Eisenberg confirmed that everyone received a copy of the e-mail from the county counsel; the correspondence established that any information about

cases opened after January 2006 should be made available to the board.

A motion by Member Janice Kamenir-Reznick to request the department to reinstate the "order calculation method percentages" chart prospectively from October 2006 was seconded by Member Cohen and unanimously carried.

DISCUSS HOW / WHETHER SET ASIDE INFORMATION IS SHARED WITH THE DIVISION THAT MONITORS SERVICE OF PROCESS- GAIL JUILIANO

Ms. Juiliano reported that QAPI is monitoring set asides to ensure that prospective action is taken. The reasons for set asides have been incorporated into the monitoring. There has been a two month period of observation, during which the following information was discovered:

- There were 78 total set aside cases
- 13 of the 78 set asides were due to service issues.
- 11 of the 13 service issues set asides were old, dating back to 1998 when service was made by the previous vendor. 2 cases occurred after August 2003 under service by the current vendor.
- The current service vendor is not believed to be problematic but CSSD will continue to monitor and track set aside cases.

(Member Leftwich excused herself from the meeting at 11:38 a.m.)

Chair Eisenberg suggested instituting a policy whereby the attorney who represents the department in any case where a set aside is ordered should report back to Ms. Sheryl Spiller to clarify the reason for the set aside. Chair Eisenberg asked that over the next 4 months notice be given to attorneys asking them to enter specific notes regarding set asides due to improper service. Ms. Juiliano acknowledged this request and clarified that the issue will be under review until April of 2007.

On motion of Member Kamenir-Reznick and carried unanimously, the next meeting of the Child Support Advisory Board will be held November 30, 2006 in room 743 of the Kenneth Hahn Hall of Administration.

DISCUSS PROCEDURES FOR MONITORING HEALTH INSURANCE ORDERS- LUCY EISENBERG AND GAIL JUILIANO

Chair Eisenberg confirmed that everyone received a copy of the "Health Insurance Coverage" handout and presented that:

- CSSD is required by law on all IV-D cases to get an order for health insurance to be provided by either or both parents.

- If the goal is to ensure that the child is insured, logic dictates that the order should in some cases be enforced against the custodial parent.
- New federal regulations have been proposed that will establish an upper limit on the amount parents are expected to pay for insurance; due to rising costs of health insurance, reasonable costs will be limited to 5% of income. There will be no order against a non-custodial parent for any amount beyond that limit.

Referring to the 2006 monthly state performance report, Chair Eisenberg presented the following information regarding medical support:

- The number of cases where health insurance is provided as ordered (23,000) is significantly smaller number than the number of cases where medical support was ordered and provided (63,000) because the insurance must be directly linked to the child in the system. Medical support merely indicates that the parent has insurance, not the child.
- Ms. Juiliano stated that health insurance has not been a priority and has not been enforced; however in next Federal review there will be a baseline administrative review of health insurance and in subsequent years there will most likely be federal performance measures assigned to this area.

Chair Eisenberg presented the following issues and questions regarding health insurance coverage and enforcement to be discussed at a future date.

1. Should a custodial parent be ordered to provide health insurance?
2. What should be done to enforce orders for health insurance against NCPs that are self employed?
3. Is the obligor required to pay for medical expenses that are not covered by his insurance (e.g. deductibles and co-pay)?
4. Does requiring the CP to obtain health insurance have a significant impact on the amount of cash payment that the CP will receive?
5. If a CP learns that her child is covered by private insurance does Medi-Cal coverage for the child automatically terminate?
6. What happens when a NCP is required to provide insurance but the insurance policy will not cover the child?
7. Many employers are terminating health insurance coverage for employees and/ or increasing the amount employee pays for coverage. What policies are in place to respond to such contingencies?

Vice Chair Speir requested information at the next meeting regarding when the employer's forum information will be changed regarding cards and updates.

Vice- Chair Speir stated that employers need to be aware of their responsibility to send cards to the child support office; custodial parents sometimes have trouble getting a copy of the card through the employer forum. Employers should also be aware that they are not to send the cards to the SDU anymore. Ms. Lisa Garrett said the updated information will be available in December or January.

Member Jean Cohen stated that additional information that needs to be available to CPs and NCPs regarding the state program (Healthy Families) that assists working families who do not qualify for Medi-Cal, nor are they able to pay for their own insurance. Member Cohen suggests that this information should be included with the packet sent out through employer forum.

MATTERS NOT ON THE POSTED AGENDA (TO BE PRESENTED AND PLACED ON A FUTURE AGENDA)

Chair Eisenberg proposed a discussion about what procedures should be in place to create payment plans in cases where there is none, due to dire consequences parents face.

Vice Chair Speir requested that a discussion about the policy letter from DCSS regarding referral cases be on November's agenda.

PUBLIC COMMENT

No public comment was made.

ADJOURNMENT

Chair Eisenberg declared the meeting adjourned at 12:05 p.m.